

Dear provider,

The Minnesota Department of Human Services (DHS) will begin to use electronic visit verification (EVV) for home health services in October 2023 for all in-scope services. The law requires providers to use an electronic verification method to record who received services, who provided services, location, when services begin and end, date and type of service performed.

DHS has selected a hybrid EVV model. With the hybrid model, providers may select either the DHS-provided system or an EVV system that works best for their business. If providers choose another EVV system, it must be able to submit data to the state EVV vendor's system. DHS will not charge providers to access the state-selected system. We understand, however, providers might need to spend time and resources to make this big change and comply with the law in cooperation with DHS.

Please note: if you are contracted with the state or one of the participating managed care organizations in Minnesota – Blue Cross, HealthPartners, Hennepin Health, Itasca Medical Care (IMCare), Medica, PrimeWest Health, South Country Health Alliance (SCHA), UCare or United Healthcare – this welcome letter will provide you with all necessary steps to begin to get connected with a participating MCO or DHS in HHAExchange.

HHAX platform options

HHAExchange offers a free EVV solution and free data-integration options for providers who already have an EVV solution. Your provider agency plays a vital role in the success of our EVV project.

All DHS providers must choose one of these two options:

- Providers without an EVV solution: You may set up and use the free EVV tools from HHAExchange provided by DHS.
- Providers who use a different EVV system: You may use your existing EVV system and send your visit data to the HHAExchange system using electronic data interchange. Providers will be responsible for costs associated with their chosen third-party system.

HHAExchange enrollment form

Providers must complete the HHAExchange enrollment form no later than Aug. 21, 2023, in order for HHAExchange to configure your provider portal.

Please note: Please fill out the enrollment form if you are a new or existing provider to HHAExchange in Minnesota. If you receive the welcome letter from multiple MCOs, the enrollment form only needs to be completed once. The enrollment form link can be found here:

<https://info.hhaexchange.com/MNHomeHealthEnrollmentform>

Next step: Attend an information session

Providers **must** attend an online information session. DHS and HHAeXchange will begin the sessions **Aug. 21, 2023**. Information sessions will last about 90 minutes. Information sessions will be held jointly with all Minnesota MCOs and the state and are not plan specific. Once you have [registered for a session](#), you may share the link with other staff at your agency.

Sessions are scheduled:

- Aug. 21,2023, at 2 p.m.
- Aug. 23,2023, at 10 a.m.
- Aug. 25,2023, at 1 p.m.

Questions?

- Contact HHAeXchange support at mnsupport@hhaexchange.com.
- Contact DHS EVV Team through [DSD Contact Form](#).
- Contact your specific provider relations representative at your managed care organization for any plan-specific questions.
- For questions or help with the HHAeXchange system, visit the project website at <https://hhaexchange.com/mn/>.